

# THE IPN DISPATCH

IPN Monthly Dispatcher Update

FEBRUARY 2016

## Chapter Stats

-Full Review of 2015

December 2015 was an amazing month for the system. In total, our dispatchers paged out over twenty-one thousand incidents. It takes an army of dedicated individuals to make this thing work. Thank you to each and every one of you who put in their time to help dispatch calls.

The second impressive item from the December stats is that Texas sent more pages than Massachusetts. This has never happened before. The state of Texas had never been higher than 6th place prior to this. They made a bold statement beating Mass by 63 incidents to take hold of the 4th position. This happened even though Mass posted 200 calls more than the prior month. Was this just a fluke? We hope not and look forward to more great things out of the Lone Star State.

JAN FEB MAR APR MAY JUNE JULY AUG SEPT OCT NOV DEC

CA	CA	CA	CA	FL	CA	CA	FL	FL	FL	CA	FL
NY	FL	FL	FL	CA	FL	FL	CA	CA	NY	FL	CA
FL	NY	NY	NY	NY	NY	NY	NY	NY	CA	NY	NY
NJ	MA	MA	MA	MA	IL	MA	MA	MA	MA	MA	TX
MA	NJ	PA	PA	IL	PA	IL	IL	PA	CT	OH	MA
PA	PA	IL	IL	PA	MA	PA	PA	OH	TX	CT	OH
OH	OH	NJ	NJ	TX	VA	WI	NJ	IL	IL	IL	PA
IL	IL	OH	TX	NJ	MI	MI	TX &	OH	CT	OH	OH
											IL

## IPN Dispatcher of the Month

We are pleased to announce that **DFW424** has been named DOTM!

An honor to see DFW424 win DOTM as he has been a valuable asset to IPN since 2002!!

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

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## Gmail & Comcast

As previously explained, Gmail and Comcast continue to cause problems for many of our dispatchers. To help ensure emails from support are received, support may CC an email to you on your phone. We understand this can be an annoyance and we will do our best to only do this during normal business hours. To help eliminate the need to CC messages we want to remind all dispatchers to acknowledge all messages from support so that we know the info was received.



## Fixing Your Mistakes

Pencils have erasers because people make mistakes. Its unavoidable. We understand. The most important thing when you make a mistake on a dispatch is to correct it and make sure that the members have the right information. This is true for all significant discrepancies but especially on calls that end up being sent in error.

One example is a recent water rescue that occurred in southern California. This call popped up on PulsePoint with numerous locations. The audio traffic sounded legit including apparatus acknowledging their response with sirens in the background. Our QA people even listened to the audio recordings after the fact. We would have paged the call exactly as the local did. It wasn't until 13 minutes into the incident that the incident commander advised the dispatcher to "Announce this is a drill and remind all agencies to respond code 2". Yes. This was a real event. Yes. We paged it out.

The control dispatcher who covered this did a great job picking up on the fact that it was a drill. Unfortunately it was 13 minutes into the call. He immediately sent an update indicating that it was a drill and told members to disregard. That is how we like to see things done. If you don't tell the members its a mistake then they will think the call is the real deal. If you don't give them the correct information then it damages everyone's credibility. We are only as good as that audio traffic. If things take a turn just let people know. Support would also appreciate an email letting us know after you handle the correction. We can then remove the "bad" pages from the database. Additional points may added because of how you handled things even though it wasn't a real incident.

## Florida Dispatchers' Meeting

Thank you to all the dispatchers who attended the town hall meeting in Daytona Beach last month. A dozen dispatchers came for dinner. Furthest distance traveled goes to CAN021 who came from Nova Scotia. There were another 8 dispatchers in the area who could not attend the meeting because of other commitments. Michael Heeder and Chuck Lowe were able to spend time with each of these members to get feedback, hear their concerns and answer questions. And just look at the fun.....



Photos by: James Simons



## Feed Review

### -New Orleans, LA

New Orleans isn't just a great place to visit, but Wikipedia lists it as the 50th largest city by population in the US with an amazing 12% growth between 2010 and 2014. Also called the "Big Easy," the city is well-known for round-the-clock parties, nightlife, and music. This means law enforcement, fire, and EMS have no down-time either, making local scanner traffic entertaining and the IPN alerts plentiful.

The port has historically been very busy and is listed as the 5th largest port in the US, making it a major hub of transportation and commerce. There are many higher-level schools and universities located here, including the well-known Tulane University.

There are several feeds available via Broadcastify that will cover the Louisiana State Police, New Orleans Fire and New Orleans PD. It is noted that both the State and Local police feeds include alpha-tags. The feed notes on the fire feed provide some good information; the area is utilizing a Motorola APCO 25 Digital 700 Mhz/800 Mhz System.

Unfortunately, the local fire and EMS agencies are not yet available on PulsePoint.

Click [HERE](#) to see the local feed options.



## Photo Credit & Submissions

Oops! We forgot to credit MAR137 with a photo in December's newsletter. We appreciate all submissions (keep 'em coming!) and want to provide fair credit. Please email your incident photos, newsletter ideas, or feed reviews to [newsletter@incidentpage.net](mailto:newsletter@incidentpage.net).

## Pop Quiz

You are listening to EMS transporting a male who lost a finger while using a table saw and has significant bleeding. How would you page it?

- A) Trauma Alert - because it is an amputation.
- B) Special - because it's a bad call but the ambulance did not call a Trauma Alert to the hospital.
- C) Major Accident - serious traumatic injury from an industrial accident.
- D) No page - minor incident that doesn't meet the Guidelines.

## Animal Tech Rescue

We continue to see a bit of confusion on Technical Rescues involving animals. Calls of this nature could be a horse stuck in a swimming pool, a deer trapped in a frozen pond, a dog trapped in the wall of a house or anything of a similar nature. Cats in trees are obviously not included in this. These victims are living creatures that need assistance. You cannot have a lengthy conversation with them, in most cases, but these stories often end up making the news. Great photos and videos come from these scenes. You should never hesitate to dispatch something like this to the system. The preferred category is Technical Rescue.

Other calls involving animals should also be considered for dispatch. People love animals. Don't be afraid to send that special page if police are chasing a Black Bear roaming through a residential neighborhood. It makes for good news!







Photo By: Scott Baird

San Diego| 1 Alarm Fire| | 3430 Hancock St|E20 at scene, 1-story commercial warehouse, well-involved on arrival. SAN035

2 Alarm Fire| Cmd 8D| 3430 Hancock St|E20 req immediate 2nd alarm on arrival, 1-story warehouse with heavy smoke and fire showing. SAN035



Photo by: Darlene Bautista

SAN| Santee, CA (San Diego County)| Structure Damage| Prospect Ave & Cuyamaca St| Large Marque sign at the corner strip mall blown over blocking the street & sidewalk at US Health Works. SAN042

## Ask QA

### -Relay Credit

"I got my buddy into dispatching for IPN and try to help him out when I can on the guidelines. When I do, he will usually give me relay credit, or if we are both listening to the same incident. Why was he told to stop doing this?"

IPN appreciates and relies on the positive word of mouth we receive from our dispatchers as far as recruitment and even provide a healthy referral bonus for your efforts. However, giving one-another relay credit really confuses our QA staff and is against our policy. One of the biggest concerns is if there is a problem with the page, we don't know who to address it with. It is best to leave relay credit for true Hotline Relays and just treat your buddy to Dunkin Donuts when you order your gift card.

Do you have a question for our QA staff?

Send it to [support@incidentpage.net](mailto:support@incidentpage.net)



## Rewards Update

The New IPN T-shirts are in and available via the Dispatcher's Rewards webpage.

Cost in points: M-XL 425, 2XL 525, 3XL and 4XL 550  
Or, purchase for \$18-\$20. Just contact support.

While you're there, check out these popular items that are now on sale!  
That's right, a price reduction.



HomePatrol-1 Simple Program Scanner™  
Was 12,500 points NOW 9,500!!

Uniden BCD325P2 Phase II Handheld Digital Police Scanner  
(previous model BCD396XT Handheld Scanner)  
Was 11,500 points NOW 10,000!!

BCD996P2 Phase II Base/Mobile Digital Scanner  
(previous model BCD996XT Scanner Trunk Tracker IV™)  
Was 12,500 points NOW 10,500!!

Uniden Bearcat BCD536HP Digital Police Scanner  
Was 16,500 points NOW 14,000!!

Don't worry Canadian dispatchers, we have your back too and made adjustments to your points as well.

[Visit the IPN Dispatcher's Rewards Page today.](#)

## Contact Us

Remember, we are here for YOU.

We only have a few dispatchers sending us incident photos, we want your input! Please send us your article suggestions, scene photos, input, and feedback. Remember, this is YOUR newsletter!

### Newsletter Story & Photo Submission:

[newsletter@incidentpage.net](mailto:newsletter@incidentpage.net)

### General Support:

[support@incidentpage.net](mailto:support@incidentpage.net)

### Dispatcher Admin Office:

1900 Weld Blvd, Suite 105  
El Cajon, CA 92020

### Quick Links:

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## Pop Quiz— Answer

Answer - D -

The nationally accepted trauma alert criteria is an amputation above the wrist or ankle. Losing a finger usually does not warrant activation of a local trauma alert unless the paramedic at scene specifically requests it. Only if the paramedic issues or requests a formal trauma alert would the incident be IPN-pageable. Otherwise, no other category would be appropriate.